

ISB Briefing Paper on the Washington State Liquor Control Board's Merchandising Business System Project

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Description

The Washington State Liquor Control Board (WSLCB) is coming to the ISB to provide a status on their Merchandising Business System Project (MBS).

Recommendation to the Board

No recommendations at this time.

Recommendation to the Project

ISB staff continues to recommend that the vendor implement effective project management standards outlined in the contract that will provide improved project management activities that identify adjustments in the project plan to meet the objectives of this project. GERS has not maintained a current, detailed project plan on a regular basis to identify delays, slippages, and resource needs. It is also recommended that the vendor improve their internal quality control to insure they have a product that is operational before delivery to and testing at the WSLCB.

Status

The July 2003 testing of milestone 3B (user acceptance test with MBS fully configured to meet all business requirements) and the failure to pass acceptance criteria has left the project schedule unclear when the project will be completed. Based on the results from testing for milestone 3B, the project is in the development testing phase. The system evaluated did not represent a mature, integrated system as requested by the WSLCB in the RFP. This failure was evidenced by the significant number of problems encountered during milestone 3B testing. GERS core product seems to be stable but modifications, interfaces, and functional enhancements have been problematic.

Subsequent discussions with GERS indicate they want to negotiate a plan to complete the product and the project that allow cost sharing (additional compensation to the vendor) to meet the requirements of the RFP. Although the WSLCB will engage in those discussions, it is only one of the options that they have under consideration as they consider whether they should continue with this vendor.

Issues/Risks

Refer to the project report, pages 9-14 through 9-16.